VERIFONE 400m Credit Card Terminals Best Practices

Verifone 400m credit card terminals process on the AT&T 4G cellular network. Merchant is charged a monthly wireless network fee of $15.00 per terminal. This cost is downloaded as part of the processing fees to the merchant. (GL# 784000).

Each terminal has a unique merchant ID assigned and merchant should avoid sharing or lending terminal to other merchant facilities. Cost center for credit card fees is based on the assigned merchant ID.

Terminal supports smart card reader (chip), magnetic stripe reader, and contactless.
> To perform a contactless smart card transaction:
> Gently tap the card onto or hold the card (within 4 cm) against the surface of the display
> An activated LED visual on the display accompanied by a short beeping sound indicates a successful transaction

Terminals are host based and will auto-settle at midnight EST. A settlement batch report will print confirming batch totals. This settlement time can be adjusted to fit merchant's needs. ***Terminals cannot be manually batched.***

For terminals set up with TIP OPTION: Any transaction in the batch that does not have a tip, will not settle until a TIP ADJUSTMENT is completed. If transaction has no tip, you must enter 0.00 for item.

When issuing a refund, terminal may require a passcode. Each merchant account has a unique passcode and will be the last 4 digits of the assigned 7 digit Nashville ID. Contact Beth O'Brien Beth.obrien1@navy.mil, 901-874-6549, if merchant has trouble identifying this ID.

If sale transaction prompts user for PIN, just hit the green enter button to bypass and complete transaction.

Terminals have software that periodically needs to be updated. The bank pushes out the updates at the end of the settlement process. It is recommended that the terminals be actively used to ensure software updates are kept current. If too many updates are missed, the terminal may eventually fail and may have to be replaced.

Keep battery fully charged. Do not allow battery strength to get below 10%. If battery ever gets to 0%, it will discharge and cannot be recharged. A battery or terminal replacement will need to be ordered.

"Offline function" – The V400m terminals have an offline function that can be enabled when there is a weak or no cellular service available.

From main menu, hit NEXT 3 times. Should be on a screen that shows Store/Forward. Click on that and should take you to a screen that has SAF Mode. Toggle to "Yes" to put in store/forward (offline) mode. Once back to steady signal, toggle SAF mode to "No" to put back on line.

DISCLAIMER: The Store and Forward function allows transactions to be processed offline when unable to connect to network. The terminal will generate an offline approval number but transactions *are not authorized* at bank until SAF mode disabled and terminal back online. Merchant assumes risk that some transactions may at that time decline and will not settle for payment.

Although no cardholder data can be obtained from the terminals, merchant should ensure that terminals are protected from any unauthorized use.

Merchant training is available for use and functions of terminals by calling Bank of America help desk 800.430.7162. Any other technical issue related to terminal can be addressed by calling Bank of America support 800.430.7161 Option #3, Option #2

Warranty information:
Terminal swap at no cost if terminal issue is 1 year or less
Terminal swap cost if terminal issue is over 1 year $175.00
Battery replacement packs $29.44